

# Dispense@Amcal

Amcal Dispensary Solutions,  
making it easier.



**Brian Tomlin**  
General Manager Retail  
(Amcal and Guardian)

It's with great pleasure that I launch the first Dispense@Amcal Service Catalogue exclusive for Amcal Pharmacies. This catalogue provides a comprehensive suite of evidence-based solutions demonstrating innovation and evolution to overcome current pharmacy challenges. Amcal recognises that the dispensary is the engine room of our businesses. We are committed to delivering every day on our brand promise of expert advice and superior service through our pharmacist-led, advice-driven pharmacy model. At Amcal we continue to invest heavily in industry-leading health services and programs to create healthy communities and successful pharmacies.



**Marc Clavin**  
Chairman of AGNC  
(Amcal and Guardian  
National Council)

I am delighted to be able to endorse, on behalf of the Amcal Guardian National Council, the inaugural Dispense@Amcal Services Catalogue. Amcal's investment in an expanding team of dedicated and passionate pharmacists is providing us, as members, a compelling brand offer which differentiates us from the competition. As a member-led brand, with a structured clinical governance framework, we must continue to strive for excellence with industry-leading patient health services and dispensary performance programs. This will ensure we deliver on exceptional patient experiences and health outcomes while keeping an eye on continued business success initiatives.

## Are you a part of Australia's industry leading dispensary solution?

At Amcal we are supporting our pharmacists and pharmacies by investing in leading health services and dispensary performance programs through our Dispense@Amcal Services Catalogue. These programs are developed by pharmacists for pharmacists.

### Improve

"Improve your patients health outcomes"



### Inspire

"Inspire your pharmacists"



### Increase

"Increase performance and productivity"



# Brand Promise

Amcal puts professional healthcare within reach of every Australian. From prescription care to heart health support, health tests to pain relief, Amcal's growing range of services are redefining pharmacy care; making health advice and support more available, affordable and accessible to those in need.



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# Improve Patient Outcomes

Supporting pharmacists for over 80 years, Amcal understands the importance of helping you provide high-quality health outcomes for your patients. As Australia's most accessible healthcare professionals you and your pharmacy team play a major role in the health and wellbeing of your community.

Through our suite of services, we support you to provide your customers with the health solutions they require throughout their lifetime. From a new family with a health concern, to managing medications for your local nursing home, Amcal has a solution for your pharmacy.

Working in conjunction with other key health partners and a structured clinical governance framework, Amcal provides the training and resources to support you toward **building healthier communities**.

Each year  
**230,000**  
people are admitted to hospital as a result of side effects of their medicines.\*

"Our customers are at the very heart of everything we do in our pharmacy. Amcal continues to support us in our customer care by having the industry's best and largest professional services offer".

**Bob Holland, Pharmacist**  
Springfield Day & Night, QLD



## Patient Support Programs

We understand that supporting your patients through their journey to better health is one of the most rewarding aspects of being a pharmacist. That's why Amcal have created a range of programs to help you improve the health of your community.

### Sleep Apnoea Screening - Providing a complete in-pharmacy solution

Since sleep apnoea affects many of our most regular pharmacy customers, a successful sleep apnoea service can improve the health of your community and provide impressive financial outcomes for your pharmacy. That's why Amcal are a preferred pharmacy partner for Australian Pharmacy Sleep Services (APSS). Supported by global partner Philips, APSS provide an industry-leading end-to-end in-pharmacy sleep apnoea solution. Supporting your pharmacy customers with the complete range of sleep apnoea brands and specialised pharmacy support.



Exclusive offers available to all Amcal pharmacies.

### Tackling Diabetes - Australia's fastest growing chronic condition - with evidence-based, in-pharmacy support

Diabetes currently affects 1.7 million Australians, with 280 Australians being diagnosed each day. That's why, as the healthcare destinations within your community, it's important you have the right programs to help reduce the impact of diabetes. With the support of Siemens Healthineers, Sigma Healthcare has developed a market-leading in-pharmacy HbA1c program, allowing you to support your community with comprehensive risk assessment and disease state management programs.



Exclusive offers available to all Amcal pharmacies.

### Weight Management Program - Targeted in-pharmacy and professional support

With obesity being linked to so many chronic conditions, it is important your pharmacy is providing your patients with appropriate weight management solutions. Amcal's exclusive weight management program, Be Good To Yourself (BGTY) is supported with training for you and your pharmacy team from our Accredited Practising Dietitian. Combined with the new BGTY Pharmacy Accreditation, this proven program assists your team to provide one-on-one consultations to your patients, helping them not only achieve their weight management goals, but improve their overall health and wellbeing.



Investment Amcal+: No Fee Amcal: No Fee

For more information contact your Amcal Business Development Manager or email [dispensary.services@sigmahealthcare.com.au](mailto:dispensary.services@sigmahealthcare.com.au)

\*Source: Australian Commission on Safety and Quality in Healthcare, 2013. Literature Review: Medication Safety in Australia. ACSQHC, Sydney

## Professional Services Delivery Platforms

Providing the correct support for your professional services is important. Amcal's partnerships with CarePro and MedAdvisor ensure the right support is there for you and your patients to improve health outcomes, drive services revenue and increase loyalty.

### MedAdvisor

MedAdvisor uses smart technology to deliver all aspects of customer engagement so you can stay connected. Providing convenience, customised offers and relevant information gives your customers a reason to come back, and will increase demand for your products and services. Customers can view their medication list, receive script reminders, place orders in advance and more. You can also send customised messages to stay connected even between visits.



### CarePro

CarePro is an innovative platform that uses a sophisticated analytics engine to help identify patients that may be eligible for individual services now and in the future. CarePro delivers better patient experience as it enables you to invite eligible patients into your pharmacy for services at a time that works for you and your patient. Each program offers a patient-centred health service and supports pharmacist-patient dialogue through consistent and qualified consultations, patient summaries and referrals.



Exclusive offers available to all Amcal pharmacies.

"I was able to identify and support a patient who had undiagnosed diabetes through our HbA<sub>1c</sub> test that revealed a HbA<sub>1c</sub> of >14%. Participating in the Amcal programs and services has given us the tools and direction to help our patients with their health. We are now more able to learn about what our patients actually need and use our knowledge in a more rewarding way. I have noticed that our patients are very happy that we are engaging in this way".

**Matt Liubinas, Pharmacist**

Romsey Amcal Pharmacy, VIC - LEAPP Dispensary Excellence Program 2017 participant



## Health Awareness Campaigns

Amcal health awareness campaigns provide education about important health issues affecting the Australian public. With comprehensive marketing support, these campaigns engage patients and encourage discussions with you as a highly trained and accessible healthcare professional. Through each campaign, you and your pharmacy team are supported with a comprehensive suite of training materials and and execution tools. Featured in every catalogue, these health awareness campaigns cover a range of key health issues such as:

- Heart Health
- Diabetes Risk Assessment
- Smoking Cessation
- Respiratory Health
- Vaccinations
- Pain Management

### Training Support

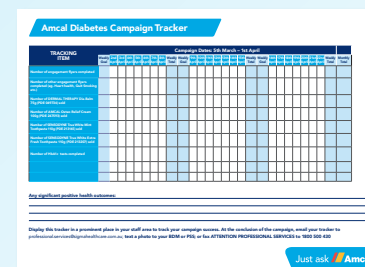
To help your pharmacy team expertly deliver the campaign:

- Comprehensive pharmacist and team training based on the latest clinical evidence
- Quick-watch webinars, dialogue guides and supporting campaign training
- Dedicated in-store support from pharmacist coaches

### Tracking Support

To help you see the benefit for your pharmacy:

- In-pharmacy campaign success trackers
- Pre-filled QCPP Health Promotion documentation





# Inspire Pharmacy Teams

The LEAPP Dispensary Excellence Program (Foundation, Extension & Accelerate) sets a new industry standard in pharmacy training and support. A dispensary program of this depth, scope and professional nature is an Australian pharmacy first.

Aimed at inspiring successful change management processes, re-engineering dispensary workflows and creating more time for pharmacists to engage with their patients, the LEAPP program has produced outstanding results.

## Giving time back to the pharmacists enables:

- Greater outcomes in patient services and care
- Happier and more productive teams
- Increased pharmacy profitability

Achieving sustained practice change in our dispensaries is hard. LEAPP helps support this change management process through a range of tailored programs and tools. In addition, a team of experienced and passionate Amcal experts - mostly pharmacists - will help guide you through.

"Before starting the LEAPP program I knew I wanted more patient-pharmacist interaction but really struggled with time. I felt that I was always managing and doing tasks that I didn't need to be doing and that was preventing me from spending time with my patients. As a result of participating in the LEAPP program, I learnt many new ways around how to optimise dispensary workflow to create more time with our patients, how to lead our team through change and then sustain that change, and also engage and counsel our patients to improve their health outcomes. Because of the program we have seen a 5-7% increase in script growth and we also had a 22% growth in OTC sales."

### Tom Edwards, Pharmacist

2017 LEAPP Pharmacy Participant  
Owner Loxton Amcal+ Pharmacy



## LEAPP Dispensary Excellence Program

The LEAPP Dispensary Excellence Program was created in simple terms to give pharmacists more time with their patients. The LEAPP vision is to support pharmacists to provide better health outcomes for their patients and develop a more sustainable pharmacy service model.

- Increased dispensary productivity
- Improved dispensary workflows
- Increased profit
- Happier customers, happier teams

### LEAPP Foundation

This 12 week program has been designed and developed to provide pharmacy teams with a step-by-step framework for dispensary excellence. Program outcomes include:

- Increasing pharmacist availability at script in and script out counters through workflow efficiencies, improved dispensary productivities and team culture.
- Improve the quality of patient engagement through upskilling pharmacists in counselling techniques that have demonstrated benefit to patient health outcomes.
- Successful implementation of professional services.

Investment Amcal+: No Fee Amcal: \$3,950 +GST

### LEAPP Extension

The LEAPP Extension program provides ongoing support to pharmacy teams who have successfully completed the LEAPP Foundation program. This ensures pharmacists continue to sustain a PHARMACIST ALWAYS AVAILABLE service model.

Investment Amcal+: No Fee Amcal: No Fee

### LEAPP Accelerate

We all know on-boarding new staff can be difficult. LEAPP Accelerate is a 4 week introductory program which upskills your new pharmacy team members on systems and behaviours that promote a pharmacist-led, advice-driven service model. It will give new team members the opportunity to understand the strategy and vision behind the LEAPP Dispensary Excellence Program.

Investment Amcal+: No Fee Amcal: No Fee

^Source: 2017 LEAPP Dispensary Excellence Program cohort data LEAPP pharmacy vs non LEAPP pharmacy comparator table.  
\*Past performance of the LEAPP program should not be relied upon as being indicative of future performance.

On average, a 2017  
LEAPP Foundation  
participating pharmacy  
added an additional  
**\$51,348**  
in Gross Profit \$<sup>^</sup>  
(annualised)



Leadership | Engagement | Analytics  
Physicals | Professional Services

For more information contact your Amcal Business Development Manager or email [dispensary.services@sigmahealthcare.com.au](mailto:dispensary.services@sigmahealthcare.com.au)

# Increase Performance and Productivity

Despite recent changes, the dispensary is still the core of our pharmacy business. With this in mind, Amcal is providing access to a comprehensive suite of programs, tools and solutions that enable increased productivity and profitability in our dispensaries.

These include;

- **Dispensary design and workflow analysis**
- **Dispensary performance programs**
- **Technology partnerships**

"Our middle shop sales have increased significantly - we have implemented many programs over the years to try and increase our average sale and never have we achieved such a result where the change in practice is sustainable and therefore growth is continuing. The critical actions we took were to lead from the front, build culture and cohesion among the team and our Dispensary Assistants are more engaged".

## Nicole Hardwick, Pharmacist

Nelson's Amcal Pharmacy VIC - LEAPP Dispensary Excellence Program 2017 participant



## Dispensary design and workflow analysis

The Sigma Store Design team in conjunction with the LEAPP Foundation program provide expertise in both Dispensary Design solutions and improved dispensary efficiencies through workflow analysis. Our key focus is to ensure design solutions are tailored to your pharmacy's needs, especially related to gaining efficient dispensary workflow's and promoting a service orientated professional environment. In addition to our internal store design service we will use approved design consultants and shopfitters to ensure you get the right solution at market competitive prices.

For more information contact [Implementation@sigmahealthcare.com.au](mailto:Implementation@sigmahealthcare.com.au)

## Dispensary performance programs

### Sigma Generic Program

The **Sigma Generics Program** takes the hassle out of finding the best price generic medication for you. By analysing market data and pricing we are able to find the best price for your pharmacy.

Working with 6 different supply partners we are able to provide 1st line pricing across 500 SKU's through a matrix which is updated regularly, ensuring your pharmacy gets the best priced generic.

### Product Range

500+ SKUs

### Out of Stock Protection

Aggregated supply network

### Profitability

Market competitive pricing



## Prescription Pricing guidance

Available to Amcal pharmacies with three tiers of pricing guidance across more than 140 core SKU's, depending on your competitive environment. Prescription Pricing is routinely benchmarked against market competitors with consideration given to ongoing impacts of simplified price disclosure.

## Private Label

Increased patient engagement provides the pharmacy greater opportunity to offer private label products. Private Label in the Australian pharmacy market is increasingly becoming a critical element in helping customers to reduce their shopping costs and providing pharmacy owners with an opportunity to boost sales and grow their margin.

For more information contact your Amcal Business Development Manager or email [dispensary.services@sigmahealthcare.com.au](mailto:dispensary.services@sigmahealthcare.com.au)

## Technology Partnerships

Amcal is focused on providing strategic industry partnerships to our members, especially in the area of innovative dispensary technologies. With this in mind there are partner opportunities for Dose Administration Aids - (DAA) and Dispensary Automation space.

### An end-to-end DAA solution for pharmacies

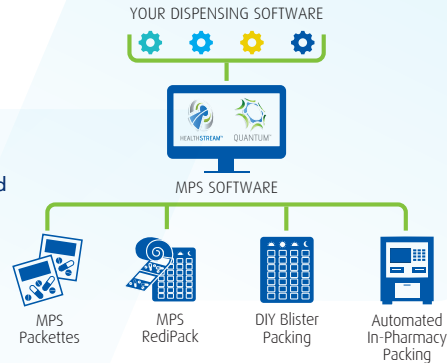
Amcal has a unique suite of dose administration aid partner's that are focused on delivering DAA efficiencies in our dispensaries. These services not only improve patient compliance with prescription medicines but also improve profitability and loyalty for pharmacies. Our partners are committed to providing advice on the right DAA solution for you.

### 3rd Party Sachet Packaging

**m****p****s**

Australia's leading 3rd party DAA sachet packaging company that helps our pharmacies transform the way they manage their patients' medication regimes and compliance. MPS' solutions enable efficiency gains in dispensary, leading to increased DAA sales with minimal increases in fixed costs. Powered by Healthstream and Quantum software DAA management has never been so easy in your pharmacy.

**For more information contact**  
**hello@mps-aust.com.au or**  
**phone 1800 003 938**



### Manual Blister Solution

**my****p****a****k**  
SOLUTIONS

A Douglas and Arrow pharmaceuticals venture that provides a comprehensive DAA solution for pharmacies. MyPak provides DAA blister consumables, software and automated blister options through its Medicopak, Practicare and Alpaca range of products.

**For more information contact** **Andrew.Heine@mypaksolutions.com.au** or  
**phone 0400 688 934**

### Automated Blister Solution

**alp****a****c****a**  
THE ALPACA BLISTER PAK DISPENSARY ROBOT

The Alpaca blister packing robot is the blister packing solution you have been asking for. A safe, fast, accurate, reliable and extremely compact packing machine that feels like a hard-working member of your team.

**For more information contact** **Andrew.Heine@mypaksolutions.com.au** or  
**phone 0400 688 934**

### Automated Sachet Packaging

**MEDITEC**  
ADVANCING HEALTHCARE

Meditec is the southern hemisphere's largest supplier of automated packing & checking solutions. With solutions operating in every State and Territory, DHB, Meditec has built an infrastructure that's accessible 24/7 and aimed at ensuring our customers receive the best possible support. With 16+ differently sized packing machines and multiple checking machine options, Meditec has a solution that will help reduce your costs, grow your revenue, simplify how you work and provide a point of difference. Please get in touch to learn of the possibilities.

**For more information contact** **afinster@meditec.com.au** or  
**phone 0419 849 878**

## Dispensary automation and inventory management solutions

**Willach** Pharmacy Solutions



### CONSIG Dispensary Automation



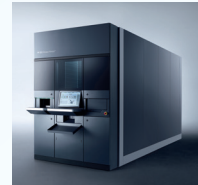
### Inventory Space Solutions

Are you wanting to improve your dispensary workflow and design? Maximise dispensary space? Improve medication management and stock control? Willach offers cutting edge pharmacy automation and state-of-the-art drawer and shelving solutions to transform your dispensary. Our design and technology solutions enable pharmacies to prosper and deliver a level of customer service second to none.

**For more information contact** **info@willach.com.au,**  
**phone 03 9429 822 or go to our website** **willach.com.au**

**BD**

Rowa® Technologies



### Rowa Dispensary Automation

BD Rowa technologies provides automated warehousing and dispensing solutions for pharmacies and other healthcare facilities. The portfolio also includes a range of digital solution which enhance customer experience. With more than 7,500 systems installed worldwide, the Rowa brand stands for quality and reliability.

**For more information call** **1800 385 471** or visit **bd.com/rowa**



Amcal puts professional healthcare within reach of every Australian. From prescription care to heart health support, health tests to pain relief, Amcal's growing range of services are redefining pharmacy care; making health advice and support more available, affordable and accessible to those in need.

